

COMPLAINTS AND SAFETY

Aggressive or threatening behaviour

Keep staff and patients safe when someone becomes aggressive or threatening at reception, and respond the same way every time.

Who it is for: Reception and admin staff, and anyone working front of house.

You will need: Your duress or alert signal, and the senior person on duty.

The steps

1. Stay calm and lower your voice. Do not argue, match the person's volume, or take it personally.
2. Keep space between you and the person, and keep a clear path to an exit for yourself. Do not let yourself be cornered.
3. Use your duress signal or call a colleague early, before things escalate, not after.
4. If there is an immediate threat to anyone's safety, call 111.
5. Once it is over, write down what happened the same day, following **[your reporting process]**, with facts rather than opinions.
6. Debrief with **[the practice manager]** and check on anyone, staff or patients, who was affected.

WATCH OUT

Your safety comes first. Never try to physically stop someone or block their exit. If in doubt, step back and get help.